

Customer Facing MaPS Standards Submission SLA

In order to meet the required KPI submission dates each month, it is necessary for us to have sample submissions in frequently and in the first three weeks of the month. This not only allows sufficient time for cases to be assessed by IQAS but also for data validation and moderation to best support the establishment of the KPI in the reporting period. As a result, we have documented an SLA submission calendar to support this process.

Submission SLA for April/May/June.

Task Description	Submission Window For DP											
	April				May				June			
	Week 1	Week 2	Week 3	Cut Off	Week 1	Week 2	Week 3	Cut Off	Week 1	Week 2	Week 3	Cut Off
	03-Apr-23	10-Apr-23	17-Apr-23	21-Apr-23	08-May-23	15-May-23	22-May-23	26-May-23	05-Jun-23	12-Jun-23	19-Jun-23	23-Jun-23
Submission Window For DP												

- The weekly submission volume which has been agreed MUST be met to ensure independent assessment can be completed in sufficient time to provide the KPI.
- We strongly encourage fluid submission throughout the submission week similar to test and learn. Quality managers will monitor this twice weekly.
- The cut of date in red above is the cut off period for the month. Any submission post this date will not be assessed for that month and therefore not included in the KPI calculation.